

IT Standards Team

Chief Technology Office - GSA IT

IT Standards



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from Noun Project

- **Housed in the Chief Technology Office in GSA IT**
- **Manage and oversee all of GSA's New Software Requests**
- **Maintains GSA's list of approved technology in GEAR**

Agenda

- **Do all Software/IT items need to be submitted through the IT Standards Approval Process?**
 - ◆ What items don't require the submission of a New Software Request.

- **What's New with IT Standards?**
 - ◆ Proposal to remove the Version of Approved Software in GEAR - what this means to you.
 - ◆ Software License Management Team - New process implemented.
 - ◆ Updating the GEAR IT Standards list.

Do all Software/IT items need to be submitted through the IT Approval Process?

Do all IT items need to be submitted through the IT Approval process?

→ The following items do not require submission of a New Software Request form:

- ◆ Drivers
- ◆ Google Chrome Extensions (Add-ons)
- ◆ Mobile Apps
- ◆ Plug-Ins

Drivers

- Drivers are requested through [ServiceNow](#).
- Using the link above go to ServiceNow and click on 'Order Something'.
- When the page is displayed, input the required information.
- Click on the drop-down for approved software, search for Drivers and select.

Google Chrome Extension(s)

- GSA has a **separate** process to request a Google [Chrome Extension](#).
- Use this [link](#) to submit a request to for a Google Chrome extension.
- The Google Chrome Browser InSite page provides a link to all currently approved Chrome Extensions.
- If your request is approved the Extension shall become available to all GSA Employees to self-install.
- The Security Engineering team is responsible for managing this process.

Mobile Apps

- Do you know the commonly used apps at GSA that you can install on your mobile device?
 - ◆ View a list of common [mobile apps](#) with their description and links to their locations on the Apple or Google Play store.
 - ◆ If you run into issues getting these apps installed, contact the IT Service Desk at 866-450-5250 or open an IT Service Desk ticket.

Plug-Ins

- If the plug-in is part of an already approved software, it is considered approved.
- If the plug-In is from a 3rd party, it must be submitted through the IT Standards Approval process.
- Example: If you need a Excel plug-in built by Microsoft, you would go to ServiceNow and click on 'Order Something', then click on 'Software'. Once on the page please select 'Drivers' from the approved list and submit.

What's New with IT Standards

- Proposal to remove Software Versions in the GEAR IT Standards list
 - ◆ Working on 'Draft' document to identify the steps involved to remove Versions and possible impact.
 - ◆ All parties involved must agree on the process.
 - ◆ What does this mean for our Users?
 - Users are responsible for using the most recent version of software (**Note** - No more than 1 version behind the most recent).
 - Ensure that the software being used is still supported by the vendor.
 - ◆ When a final decision is made the IT Standards team will communicate to all.

What's New with IT Standards cont.

- Software License Management (SLM) Team - adds new process.
 - ◆ The IT Standards team met with Bruce Teng & Alexandria (Alex) Haas to discuss the implementation of a new process.
 - ◆ This process involves tracking the purchase of approved software (licenses), once an RT ticket has been approved.
 - ◆ What this means for our users.
 - Before the IT Standards team can add an approved software to GEAR, Alex Haas will reach out to the requester (via email) to obtain the required documents.
 - ◆ We are in the early stages of incorporating this change to our current process.
 - ◆ Information on the new process will be forthcoming from Bruce & Alex.

What's New with IT Standards cont.

- Update the GEAR IT Standards list
 - ◆ The IT Standards team has been working on updating the current Categories for our list of approved software.
 - Updating the categories to be more intuitive.
 - ◆ Future Work
 - We are working with the Enterprise Architecture team to 'update' the look of the GEAR IT Standards list.
 - ◆ If you have any questions related to the IT Standards process, send them to it-standards@gsa.gov.

Resources

- New Software Request Form:
 - ◆ <https://gsa--c.na21.visual.force.com/apex/TechnologyRequestForm>

- Insite page for New Software requests:
 - ◆ <https://insite.gsa.gov/portal/content/500499>

- [‘How to Request New Technology’](#) guide.

- [ServiceNow](#) Request Approved Software

- IT Standards email: it-standards@gsa.gov

QUESTIONS??